



7.4 Cores Skills of Communicating Assertively Handout

Try This!

The basic skills of assertive communication follow. A safe way to practice these core skills is to discuss a problem, a current issue, conflict or something that doesn't feel quite right to you. Write a brief summary of the issue in the box. Discuss how using these core skills for assertive communication could have affected the outcome.

Summary of issue or problem:

- Describe what you see. What is your perception?
 - Restate or reflect, if necessary.
- Give information without degradation.
- Maintain eye contact.
- Listen actively.
- Assess your own nonverbal communication.
- Criticize the issue or behavior, NOT the person.
- Avoid absolutes. (“you always” or “you never”)
- Send “I” messages, not “you” messages.”
- Avoid using the words “just,” “but” or “however.”
- Plan your conversation, if possible.
- Communicate your understanding of how a situation makes others feel.